

CHILDREN AND YOUTH SERVICES NETWORK

SERVICE PATHWAY / COMMUNITY ENGAGEMENT MINUTES

THURSDAY, FEBRUARY 14, 2013, 9:30-11:30AM, CHILDREN'S MENTAL HEALTH SERVICES, 3 APPLEWOOD DRIVE, 3RD FLOOR, BELLEVILLE

In attendance: Amy McGuinness, Beverly Bell-Rowbotham, Bianca Sclipa-Barrett, Susan Seaman, Paul Meadows, Danita Norton, Theresa Dostaler, Wendy Anderson, Melanie Dunlop, Barb Meilenner, Terry Swift, Karen Richey, Allison Dall (recorder)

Regrets: Angela Rail, Carrie-Anne Collin, Cason Buikema, Cathie West, Donalda Simmons, Jennifer Mills, Linda Seeley, Maribeth deSnoo, Margo Russell-Bird, Susan Quaiff, Susan Stoddard, Tina Kinmond (still need representation from Health Unit and HPE District School Board)

COMMITTEE MANDATE: To define more clearly the community service pathway, develop “no wrong door” and “warm hand-off” resource materials for service providers and implement distribution, education, awareness and training.

Item	Discussion/Motions	Recommendations <i>(things to go forward to the Network)</i>	Action <i>(including Person Responsible and Completion Date)</i>
1. Welcome and Introductions	Committee members introduced themselves and the organizations they represent. Due to the fact that there were not 12 member organizations represented at the onset of this meeting, the group did not have a quorum, and therefore no motions were possible, in accordance with the committee TOR. Wendy facilitated the meeting.		
2. Review of Agenda	Agenda accepted		

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3. Approval of Minutes	Minutes from January 17 th , 2013 were accepted		
4. Business Arising from the Minutes a) Jan 24, 2013 Network Meeting Summary	<p>Wendy reported the highlights of the Network meeting held on January 24th, 2013. Network</p> <ul style="list-style-type: none"> -Network now has a new vision and mandate which were reviewed by the committee. -Goals and logic model looked at and were approved by the Network. -Network defined the service system. -Meeting held at the Mohawk Community Centre. -Terms of Reference were approved as well as our co-chairs and Coordinating Team representative. -Feb 28th, 2013 is the next Network meeting. -Currently, the Network is waiting on results from the Red Flag survey that was sent out to all member organizations by the newly named Community Indicators and Measures Committee. <p>Reminder: Everyone is welcome to attend Network meetings. There is an RSVP process.</p>		
5. Work Plan a) Review and finalize Objectives	<p>The logic model, which is informed by the goals and objectives summary, will be attached to the membership agreement and become a working document for teams/committees and Network.</p> <ul style="list-style-type: none"> -Wendy asked if the Referral Maps should be replaced by Service Referral Guide by Function. This was agreed upon at this meeting. -Theresa pointed out that a Parent/Youth 		Referral Maps placed on hold

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<p>b) Receive feedback on “No Wrong Door” Resource Manual and finalize</p>	<p>Engagement Strategy needs to be developed.</p> <ul style="list-style-type: none"> -Wendy pointed out that we need to define “community” (i.e., who and what organizations?) <p>Discussion suggested that we start with the membership and then expand into the outer community. Community naturally would evolve to include the broader sector. Focus currently should be on educating and putting into practice the “Warm Hand Off” / “No Wrong Door Model” within Network member organizations.</p> <ul style="list-style-type: none"> -Beverly commented about making positive statements rather than questions and should we define people (service providers). It was agreed that these items be changed. -Committee objectives were accepted. <p>-Wendy suggested that “Pathways” be changed to “Pathway” on the diagram (page 7).</p> <ul style="list-style-type: none"> -CARP identified the bottom four bubbles as the most common entry points. -Paul mentioned that wording should be changed... ‘common’ sources of access rather than main identified sources of access on the bottom of the Pathway diagram. -Theresa spoke about the guide. It is intended for community training purposes. This is still in draft form. Check points are built in to the guide to get people to reflect. -Accompanying the guide will be an instructional 		<p>Theresa to make changes to the goals and objective diagram</p> <p>Theresa will revise pathway diagram</p>

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	<p>plan and slideshow. This slideshow has been developed.</p> <p>Wendy asked for input on the Referral Guide.</p> <ul style="list-style-type: none"> -assessment should be included in 211 on 1st page, and consider putting section after guide. -health medical related. - ODSP needs to be added as a source of income. - Mental Health Services should be included under shelter – would not be covered by 210-OPEN. -Bianca suggested the use of the term ‘primary health care provider’ (to cover nurse practitioner). -Typos will be corrected. -Wendy clarified to the committee that there is no new funding attached to “No Wrong Door” and “warm hand off” for things like transportation and child care). -Universal intake form has not been addressed by this committee at this point and Wendy asked if the group would like to put it on hold for now or piloted. Membership engaged in discussion around “Why are we collecting this information and where is it going?” <p>Beverly explained that agency intake forms were collected during CARP to create a couple of drafts. This was just some superficial information and consent and accountability of the agency. It was created in the context of one point of entry. These were meant to be simple forms for clients to not to have their stories more than once.</p>		<p>Resource Manual will be fine-tuned by Theresa and Wendy before going forward</p>

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<p>c) Walk through Training Plan and establish Training Dates</p>	<p>Terry suggested that we look at these forms as members and determine if this form is okay. Amy suggested that it could be use for tracking. It was agreed that the form will be offered as an optional tool that can be used by agencies. Beverly will tweak the form and send it out electronically. It will be included in the manual and be available on the website.</p> <p>Theresa will be sending out the “No Wrong Door Instructional Plan”.</p> <p>Manual and changes have been accepted. Final version to be completed.</p> <p>Theresa stated train- the-trainer session to occur in March. Amy from Family Space has offered to assist Wendy, Beverley, Theresa with facilitation. Date and what agencies will participate in the pilot will be discussed at the Network meeting. Wendy indicated that she will speak to the Network March 28th (sign up for the training). It is expected that there will be a list of trainers. The need to acknowledge geography was discussed. Trainers will be trained and expected to do two training sessions within six months. It will be up to individual pilot organizations to determine who will receive the training first.</p> <p>There will be debriefing with the trainers to determine what needs to be improved upon.</p>		<p>Beverly will make changes to the initial intake form and send out electronically.</p> <p>Theresa will finalize “No Wrong Door” Instructional Plan</p>

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	Train-the-trainer date should be ready to be announced at the Feb 28 th Network meeting. It was decided that Donalda (HPEDSB) and Melanie and Barb (ALCDSB) will attend the session to coordinate school board roll-out with upcoming Staff Development Days.	Training dates/times and what agencies to participate in the pilot.	Wendy will arrange a doodle poll with all trainers to determine best date.
6. New Business a) Funding opportunity for training sessions	-Wendy advised that Anne MacIntosh from the East Central Ontario Training Board (ECOTB) has offered funding up to \$2500.00 for venue, refreshments and travel for the Train-the-Trainer session. -It was agreed that the Committee would accept this funding.		Wendy will prepare a project summary and budget and send to Anne.
7. Action Items			
8. Next Meetings	March 21st, 2013, 9:30-11:30am, CMHS Thursday, April 11th, 2013, 9:30-11:30am, CMHS		Please send any regrets to: Susan.Stoddard@forces.gc.ca sqpeccs@kos.net wanderson@cmhs-hpe.on.ca
9. Adjournment	Meeting was adjourned at 11:30 am		